



OTS IT SUPPORT SERVICES PERFORMANCE WORK STATEMENT

Environmental Protection Agency

Office of Technology Solutions

August 2018

****Procurement Sensitive****

TASK ORDER ID: ID05180007

PROJECT TITLE: OTS IT Support Services

CLIENT: Environmental Protection Agency (EPA), Office of Chief Financial Officer, (OCFO), Office of Technology Solutions (OTS)

DATE: August 2018

1.0. GENERAL INFORMATION

1.1. Background

The US Environmental Protection Agency (EPA), Office of the Chief Financial Officer (OCFO), under the supervision of the Chief Financial Officer (CFO), is responsible for developing, managing, and supporting a goals-based management system for the Agency that involves strategic planning and accountability for environmental, fiscal, and managerial results; Agency-wide budget, resources management and financial management functions including program analysis and annual planning, budget formulation, preparation and execution; controls and systems for payroll and disbursements. (See <http://www.epa.gov/aboutepa/ocfo.htm> for a description of the OCFO functions and http://www.epa.gov/aboutepa/orgchart_ocfo.htm for an OCFO organization chart.)

1.2. Scope

OCFO's Office of Technology Solutions (OTS) manages life cycle programs, projects, and systems relevant to the Agency's business infrastructure. OTS is currently managing high priority projects across a portfolio of business infrastructure IT system, as well as the development, deployment, testing, functional analysis, migration, documentation, and enhancement of several systems.

OTS is responsible for creating, enhancing, and maintaining most of the applications utilized by the OCFO. The purpose of this contract is to provide IT support services, analytics and support for projects that would benefit from, or require upgrade/modification based on the OTS mission to provide quality technology to EPA OCFO community.

2.0. DESCRIPTION OF SERVICES

2.1. General Requirements

This section defines general requirements that shall be provided by the contractor for all tasks performed under this contract.

- a) The contractor shall ensure that software development work and deliverables will utilize secure coding techniques and meet all requirements for certification and accreditation as required by the National Institute of Standards and Technology (NIST), OMB, and EPA.

- b) The contractor shall use industry best practices to compile, maintain current, and make accessible to EPA staff a repository of all system and user manuals, diagrams, contractor-developed software programs, and any user request tracking system documentation to properly maintain and support all applications.
- c) The contractor shall follow OCFO's Office of Technology Solutions (OTS) Configuration Management Standard Operating Procedures and obtain necessary approvals before deploying all software and hardware changes to test and production environments.
- d) The contractor shall implement, maintain, and adhere to its Quality Control Plan (QCP) to ensure the product integrity of all deliverables meets or exceeds the requirements established in this PWS. The contractor shall perform on-going inspections of the work being performed to ensure that results conform to the requirements. The metrics and control limits to cost variances, schedule variances, and defects shall be defined in the contractor's QCP. The contractor's QCP shall:
 - Define scope and approach for project quality assurance on requested tasks;
 - Define the QA organization, resources, roles, and responsibilities; and
 - Define procedure reviews, process audits, work product and deliverable review, and QA reporting.
- e) The contractor shall be responsible for providing all test and inspection resources required to review the quality of deliverables throughout all areas of contract performance. The contractor shall conduct or coordinate User Acceptance Testing (UAT) sessions. The contractor shall document test performance, results and resolutions. Test plans shall include, but are not limited to, the following:
 - Describing the overall strategy and approach to testing through the project life cycle;
 - Identifying test cycles and system baselines;
 - Defining roles and responsibilities of Contractor and Government participants in each test cycle;
 - Describing test environment for each test cycle; and
 - Developing test scripts.

Regarding the effort expected, the contractor shall note the following specificities:

- All tasks and services shall be provided on an as assigned basis.
- It shall be the decision of the Program Offices requiring support when to begin and end these efforts in accordance with program needs.

- Different tasks and services will require different skill mixes and labor mixes.
- Skills may not be required full-time for the duration of the task order and will be assigned by the contractor via work plan at the task level. (The contractor will be expected to propose for full-time work but those skills may not be required for the duration of the task order as stated above.)
- The contractor shall assign skilled personnel as needed.
- All components directly involved in business solutions shall be maintained at the EPA in Washington, D.C. Work shall be performed at the EPA Headquarters site in Washington, D.C. On a limited basis some work may be performed off-site with EPA authorized remote access per the below allowances:

Regularly scheduled telework and episodic telework schedules may be allowed on an individual case-by-case basis and must be approved in writing by the Contracting Officer (CO) or Contracting Officer's Representative (COR). All resources must be available for contractor staff to work remotely. If authorized, the COR will provide the Contractor with remote access to enable access to the appropriate EPA servers and applications.

The following applies to off-site telework:

- Contractors must have remote access
- Access to appropriate programming tools and servers are currently available remotely.
- Access via phone, email and Lync is available.
- Work performed does not require frequent or direct communication/contact with office members.
- Daily reports (remote workday) of accomplishments shall be provided by the Contractor to the Government at the CO or COR's request.

At a minimum, the Contractor shall confirm to and abide by the following EPA Flexiplace (Telework) Policy during the contract period of performance:

Flexiplace Policy-EPA Order 3180 <http://intranet.epa.gov/ohr/rmpolicy/hr/3180.pdf>

3.0. TASKS

3.1. Task 1: Project Management

The Contractor shall provide program and project management for all projects and tasks performed.

The Contractor shall provide the following monthly progress reports to the COR/ACOR and CO/GSA COR within seven (7) calendar days after the close of the contractor's billing cycle. Each report shall be submitted electronically as separate files.

- Executive Summary Status Report (ESSR) - Summarizing planned and actual work for the month, work planned for the next month, and significant issues, risks, or concerns. The ESSR should not exceed two (2) pages.
- Detailed Monthly Status Report (DMSR) - Shall consist of planned and actual work for the month, work planned for the next month, and significant issues, risks, or concerns, with the following elements. There is no page limitation for the DMSR.

DSMR shall include, at a minimum:

- Accomplishments during the reporting period and/or significant events, as well as an assessment of work being completed on schedule and budget.
- Status of all ongoing activities in accordance with the Work Plan (Due 30 Days after contract award).
- List of deliverables with delivery dates (planned versus actual).
- Monthly Contractor performance information (based on the QCP).
- Identification of problems (or issues that may impact work performance) encountered and recommended solutions.
- Status of funds (funded amount, cumulative expended through current month, current month amount, remaining balance, cumulative invoiced amount).
- Projected costs for the upcoming reporting period.
- Identification of cost issues or concerns.
- List of all the personnel working on this contract.
- Risk and issue analysis.
- Earned Value Management (EVM) report in accordance with the Agency's Earned Value Management Procedures (separate attachment) and detailed at the task level.



EVM

Procedures_Attachme

The contractor shall submit an interim progress report by the seventeenth (17th) calendar day of each month, which shall describe the contractor's activities for each of the task areas as of the fifteenth (15th) calendar day of the month. If the due date occurs on a weekend or federal holiday, the report is due the following business day.

The contractor shall provide general assistance to support the project's management such as attend meetings, develop meeting minutes, create documents that outline issues or recommendations, and assist in coordination matters.

The contractor shall provide functional and technical support and oversight to the contractor team members. The contractor shall work closely with the Contracting Officer's Representative (COR)/Alternate Contracting Officer's Representative (ACOR) in developing and implementing solutions for the application systems and task areas on this contract.

The contractor shall review current processes and tools in place and develop processes tailored to the needs of the OCFO. The contractor shall keep all documentation to support this effort current and up-to-date.

Deliverables:

- Project Management Plan
- ESSR
- DMSR
- Project Documentation
- Integrated Master Schedule
- Work Plan, baselined at initiation and updated monthly until closeout

3.2. Task 2: System Security Certification

The contractor shall provide subject matter expertise and support for IT security activities including the preparation of Continuous Monitoring Assessments (CMA), validation of security controls, risk assessments and the review of and updates to security documents. The contractor shall provide expertise to enable more consistent, comparable, and repeatable assessments of security controls for OTS information systems by promoting a better understanding of risks resulting from the operation of information systems in the current architecture; create more complete, reliable, and trustworthy information for management officials—facilitating more informed security decisions. The objective of this task is to ensure effective security support and to update the current security documents of the OCFO OTS portfolio of systems, such as SCORPIOS, mLINQS, PeoplePlus, and other major applications to meet the current NIST 800-53 standard and conduct risk assessments for scheduled system enhancements.

The contractor shall perform the following functions for all systems to meet the desired certification standards mandated by EPA Policy CIO 2150.3 and NIST 800-53 version 4 i.e.:

- Determine the current technical system security posture of the application.
- Scan the current technical environment for vulnerabilities.
- Determine the data classification mandated by Fib Pub 199.
- Evaluate all controls as mandated by EPA Policy for system classification.
- Prepare all necessary documentation in preparation for risk assessment.
- Manage key activities for enterprise level risk including the following:
 - Categorize the information system (criticality/sensitivity)
 - Select and tailor minimum (baseline) security controls

- Supplement the security controls based on risk assessment
- Document security controls in system security plan
- Implement the security controls in the information system
- Assess the security controls for effectiveness
- Determine agency-level risk and risk acceptability
- Participate in the Authorization to Operate functions
- Monitor security controls on a continuous basis
- Perform the risk assessment and create the Security Assessment Report (SAR)
- Assist OTS in presenting the Risk Management Framework to Management
- Participate in evaluating scans of systems
- Conduct periodic testing and evaluation of the effectiveness of information security practices such as management, operational and technical security controls.

Deliverables:

- Security Testing and Examination (ST&E) Security Assessment
- Plans of Actions and Milestones (POAM) Spreadsheet
- System Security Plan
- Memorandum of Understanding (MOU)/Interconnection Security Agreement (ISA)
- Privacy Impact Assessment
- Risk Management Framework
- Contingency Plan
- Disaster Recovery Plan
- Risk Assessment
- System Diagram (with all Interconnection)
- Security Assessment Report (SAR)
- Scan Evaluation Report
- Authorization to Operate

3.3. Task 3: Technical Writer Support

The contractor shall provide technical writer support with expertise in creating work products that document the design and development of applications and capture past, current and future states; for the OTS suite of systems. The objectives of this task includes creation or maintenance, at a minimum, for all Software Development Life Cycle (SDLC) documentation necessary to appropriately describe and record the applications in the OTS library. The contractor shall be responsible for inputting and updating all technical documentation in OTS standard project management structure (i.e. Project Web App (PWA)) and shall acquire the information to create the documentation by attending meetings, talking to SMEs, and researching existing documentation to produce the SDLC documentation. The contractor shall work with OTS staff to obtain the information needed to create various documents needed for tracking, managing, and

documenting IT systems throughout various states of development, enhancement, and Operations and Maintenance (O&M).

The Contractor shall create a standard technical O&M Manual for OCFO/OTS applications, database, and COTS software and develop templates that can be used to document any software process. Templates shall follow a standard protocol and include the following items at a minimum: scope statement, applicability matrix, COTS product and application configuration, process, operation matrix and detail technical operation and maintenance manual.

Deliverables:

- High Level Design Documents(s)
- Detailed Level Design Document to include:
 - Data Dictionary
 - ER diagrams
 - Data Workflow
 - User Workflow
- Interface Document(s)
- Implementation Plan (which should include Infrastructure, application, and steps to implement code)
- Crosswalks
- Run Book
- Migration Checklist
- Requirements Document(s)
- Requirements Traceability Matrix
- Standard set of templates

3.4. Task 4: Data Analysis & Visualization Support

The contractor shall provide on-site data analytic support for the OTS portfolio of analysis and visualization tools (such as SAP/Lumira) in support of initiatives related to analyzing, modeling, and visualizing complex dimensional data. The objectives of this task include the development of visual presentations and manipulation of financial data to support management decision-making, creation of new reports that leverage existing data to inform new efforts, and use of financial data across EPA systems to visually interpret difficult concepts or identify new patterns/trends. The contractor shall demonstrate the experienced use of analytical and visualization techniques to perform data discovery, big data analytics, predictive analytics, social network analytics, and/or text analytics to proactively leverage agency data to predict patterns and aid in future planning. The contractor shall be responsible for developing approaches to solving new problems with different analytic tools and identify the most appropriate type of analysis and/or visual representation to understand new research questions and develop

recommendations. The contractor shall deliver expertise to analyze data quality and create as well as implement solutions to improve data quality and integrity.

Deliverables:

- Data reports including data reconciliation, consolidation and validation reports
- Data workflow documentation
- Data Mapping
- Data Visualizations (interactive charts, graphs, mappings)
- Predictive Analysis Reports
- Storyboards

3.5. Task 5: Software Development

The contractor shall support the SDLC process including the development, documentation, testing, and bug fixing required for creating and maintaining applications and frameworks resulting in a software product for the OTS portfolio of systems and emerging requirements. The objective of this task is to provide expertise in support of writing and maintaining the source code, including all activities that are involved from the conception of the desired software functionality or change through to the final delivery of the software or change to existing software systems. This shall include research, new development, modification, reuse, re-engineering, maintenance, or any other activities that result in software products. The contractor shall perform software maintenance and enhancements of existing Payment Tracking applications. In addition, the contractor shall perform software development and maintenance for any OTS directed projects to include Shared Services. The contractor shall review requirements documentation for accuracy and practicality of implementation, design, and development the application, and provide support for correcting any errors identified through system testing.

The contractor shall have a working knowledge of Oracle database structure enough to understand and design Oracle databases (12c or higher) and/ or assist the application database administrator with implementation of their designs. The contractor shall utilize Agile software development principles in which requirements and solutions evolve through collaboration between the contractor, OTS stakeholders, and members of cross-functional teams. The contractor shall employ Agile methodologies that promote a modular approach to include the evaluation of interfaces and business process refinement, adaptive planning, evolutionary development, early delivery, and continuous improvement, and encourages rapid and flexible response to change. After approval of the designs, the contractor shall implement the design and/or enhancement per the government's direction. The contractor shall provide all technical staff and expertise required to execute routine and emergency code changes to the identified software application. The contractor shall be responsible for abiding by all EPA and OTS current rules, regulations and processes and shall be responsible for storing all code in the current repository as indicated by EPA staff. The contractor is required to ensure appropriate storing of

all code in the method required by EPA or in storage containers identified by the government's representative at intervals specified by the CO, COR, or technical representative or designee. The contractor shall design, develop, create, and assist with implementation of code identified by EPA management and staff.

The contractor shall be experienced in the following programming languages and databases:

- Oracle APEX 5.x or higher
- Oracle PL/SQL
- JavaScript
- CSS
- Oracle Database 11g or higher
- ColdFusion
- Oracle Forms and Reports,
- JAVA J2ee

Deliverables:

- High level Functional Design Documentation
- Detailed Level Design Document to include but not limited to:
 - Data Dictionary
 - ER diagrams
 - Data Workflow
 - Database Design/Design Support
 - User Workflow
- Interface Document(s)
- Implementation Plan (which should minimally include Infrastructure, application, and steps to implement code)
- Migration Checklist
- Software code
- Data Conversion and documentation

3.6. Task 6: Shared Services COTS Support

The contractor shall provide recurring monthly maintenance support for OTS COTS database and applications used in the Shared Services environment such as Oracle Database products, Oracle EDQ, Oracle Application products, SAP Business Objects BI Suite, Lumira and SAP Predictive Analytics Suite, using standard system life cycle methods. The objective of this task is to provide application-related support, which includes installation, upgrade, patching, migration, and user access set up. Operating Systems (OS) patches, upgrades, installations and anti-virus updates, as well as database patches are managed by another office and are excluded from this Performance Work Statement. The contractor shall possess general knowledge about

the OS and infrastructure to perform assigned tasks. The contractor shall also provide support for the shared services data management tools suite such as Oracle Master Data Management or SAP equivalent products.

Programming and Markup Language Technology: Oracle [Enterprise Data Quality](#), SAP BusinessObjects BI Suite, SAP Lumira, SAP Predictive Analytics Suite, Linux shell scripting, Oracle Fusion Management, Web Logic Server, Oracle Database including PL/SQL, Oracle Enterprise Management, Active Data Guard,

Software Experience: Oracle Enterprise Metadata Management (OEMM) 12c, Oracle PLSQL, Oracle Fusion Management 12c, Web Logic Server 11g/12c, Oracle Database including Oracle Application Express (APEX), Oracle Enterprise Management 13C, Active Data Guard, Window Server 2008/2012, Microsoft .NET Frame, Apache Tomcat, Web Application server, Linux, Oracle [Enterprise Data Quality](#), SAP Business Objects BI Suite & Lumira 2.0 & Predictive Analytics Suite, Web Application server, Linux, Web Logic Server 11g/12c, Oracle Database 12c, Active Directory, SAP Data Service

Tasks:

- Recommend standards for EPA approval, perform daily health checks, submit incident reports to EPA and maintain a log of all incidents in accordance with EPA standards. The contractor shall inform the Government as soon as possible on critical issues needing immediate attention.
- Deploy approved OCFO Application builds in the Development, Test and Production environments by adhering to the configuration management and change control standards at EPA OCFO.
- Perform ongoing maintenance and provide support in all phases of integrating to newer versions of the Oracle EDQ tool and EDQ databases.
- Request and receive approval for all changes to applications or infrastructure prior to implementation.
- Installing, configuring, maintaining, upgrading and managing EPA data management products such as Oracle Master Data Management or SAP's Data Service. Configuring all components such as Search, Metadata, User Profile Synchronization etc., user and group creation and configuration of agency authentication and authorization methods including support for LDAP and PIV cards.
- Installing, configuring, maintaining, upgrading and managing EPA applications such as Oracle Database products, Oracle EDQ, Oracle Application products, SAP Business Objects BI Suite, Lumira and SAP Predictive Analytics Suite. Configuring all database and web application components, User Profile Synchronization etc., user and group creation and configuration of agency authentication and authorization methods including support for LDAP and PIV cards.

- Create model, importing metadata, data integrator, build a model, configuration, user and group setup
- Configure recurring jobs using Linux cron or similar timer utility depending on business requirements.
- Support OTS with Integration setup with database and external systems, output file generation, Secure file Transfer Program (SFTP) connectivity setup to OTS ftp server, web services initial setup and configuration.
- Troubleshoot issues such as connection, failed jobs, application errors, server alerts, space thresholds, etc. All issues must be resolved within predefined service level agreements (SLAs) when SLAs exist.
- Serve as a resource for resolving complex, escalated issues and collaborate with Developers to resolve and prevent performance and reliability issues
- Implement strong database and application security including access control, encryption and auditing as defined by management
- Proactively maintain and tune databases including indexing, configuration changes, and statistics, to prevent issues
- Perform daily health checks, submit incident reports to EPA and maintain a log of all incidents in accordance with EPA standards. The contractor shall inform the Government as soon as possible on critical issues needing immediate attention.
- Deploy approved Application builds in the Development, Testing and Production environments by adhering to the configuration management and change control standards at EPA OCFO.
- Perform ongoing maintenance and provide support in all phases of integrating to newer versions of the SAP Business Objects BI Suite & Predictive Analytics Suite tools and databases.
- Conduct Application and database Administration activities for OTS COTS systems.

Deliverables:

- Monthly Maintenance Status Report
- Incident Reports
- Application Builds
- Requirements Specifications
- Architecture Document
- Technical Configuration Document
- Standard Operating Procedures (SOP) and Admin Training Document
- Work Plan (to be updated within 10 days of knowledge of change)
- Weekly Status Reports

3.7. Task 7: MS SharePoint and Project Server/PWA Software Technical Support

The contractor shall provide MS SharePoint and Project Server/PWA administration. The objective of this task is to support the configuration and maintenance of a SharePoint Server, a Farm or PWA. This support includes, promoting user adoption, monitoring available storage, developing and implementing a governance plan, implementing compliance and discovery, negotiating SLAs, enforcing ownership of applications and sites with stakeholders, collaborating with developers and testing backups, troubleshooting and resolving problems with Project Server 2013 and SharePoint, and installing and maintaining third party add-ons.

Programming and Markup Language Technology: SharePoint Object Model (OM), SharePoint Designer, Visio, InfoPath, Java, Visual Basic, C#, HTML5, CSS3, PowerShell, XML, XSLT, XPath, REST API, .NET, JavaScript, JQuery, SQL, VBA, Microsoft Project, Microsoft Project Server and PWA, Visual Basic, SharePoint and SQL Server

Software Experience: SharePoint Server 2010/2013/2016, SQL Server 2008/2012/2016, SharePoint Designer 2010/2013/2016, Visual Studio 2008/2010/2015/2017, Microsoft (2007/2010/2013/2016) Access, Excel, InfoPath, Visio, Project, JOPES, JFAST, J2EE, Eclipse, NetBeans.

Tasks:

- Installing, configuring, maintaining, upgrading and managing a SharePoint Server, a Farm or Project Server/PWA. Configuring all service applications like Search, Metadata, User Profile Synchronization etc., creation of a Content DB and maintaining it. It involves maintenance of various logging databases in SQL Server.
- Compressing of logging databases shall be done by contractor SharePoint administrators since they grow in size considerably. Assignment of proper permission levels for all users of the site as well as configuring anonymous access will be provided by the Government if required.
- Configuring timer jobs depending on business requirements.
- Design and implement new features for EPA's PWA Application
- Troubleshoot issues such as connection, failed jobs, application errors, server alerts, space thresholds, etc. within predefined service level agreements (SLAs); serve as a resource for resolving complex, escalated issues and collaborate with Developers to resolve and prevent performance and reliability issues

Deliverables:

- Monthly Maintenance Status Report
- Incident Reports
- Documentation of day to day support for ad hoc requests from OTS Staff

- A monthly report detailing how storage is being used

3.8. Task 8: Shared Services Helpdesk Support

The contractor shall provide support for Tier 1 Help Desk specifically for Shared Services as supported by OTS. The contractor shall use the current help desk solution/product to track all help desk OTS Shared Service tickets.

The contractor's main focus for Shared Service tickets is to:

- Manage all RemedyForce system administration activities
- Ensure proper ticket assignment and categorization in the Remedy Ticketing tool of Shared Service Tickets;
- Coordinate transfer of tickets between Help Desk groups to mitigate confusion/disagreements for Shared Service Tickets;
- Ensure aging Shared Service tickets are actively worked on;
- Coordinate activities between OCFO and external customers or help desks.

The contractor shall manage all aspects of RemedyForce system administration for OTS.

Functional and Personal/Inter-Personal Skills:

- Contractor personnel shall have excellent listening, communication, both oral and written, and consulting skills. The ability to produce written reports and visual aids and to explain technical matters to non-technical people is also required. Contractor personnel must be able to work with a spirit of service, knowledge sharing, and cooperation in a dynamic, team-oriented environment. Contractors shall effectively and clearly communicate verbally and in writing.
- The contractor shall possess and demonstrate proficiency in the following required skill set: Fluent RemedyForce Administration and Use

The contractor shall provide help desk support during the hours from 7:00 AM to 6:00 PM Eastern Time, Monday through Friday (excluding Federal Holidays).

Deliverables

The contractor shall provide the following reports:

- Shared Service Aging Ticket Report – Weekly
- Shared Service Executive Summary Report – Weekly
- Shared Service Remedy ticket reassignment report – Weekly

4.0. OPTIONAL TASKS:

4.1. Optional Task 1: MS SharePoint Development Support

The contractor shall develop interactive SharePoint sites to help OTS streamline its business operations, organize critical information, and interact with offices across EPA. This includes designing and building SharePoint pages that are visually engaging and clearly organized to facilitate the transfer of information within and outside of OTS. The contractor shall have expertise in the use of SharePoint in order to provide recommendations to EPA on the design and implementation of SharePoint pages and processes leveraging industry best practices. In particular, the contractor should provide recommendations that will help improve the organization of content and optimize the use of workflow and notifications to improve business processes within OTS. The contractor requires expertise in organizing lists and libraries, presenting information to a variety of audiences, managing SharePoint web parts and apps, and designing and building electronic form templates to automate business processes, including dynamic forms and workflow through SharePoint Designer. Specific activities shall include but are not limited to:

- Develop and manage team sites utilizing various web parts and apps
- Customize web pages through HTML, CSS, and JavaScript
- Organize list and library content by creating different views
- Provide and restrict user access to various sites and contents
- Design electronic form templates through InfoPath
- Automate business processes through SharePoint Designer workflows

Deliverables

- SharePoint Mockup Designs for new Work Flow Processes
- Draft interactive SharePoint Pages and Forms
- Final interactive SharePoint Pages and Forms
- SharePoint Workflow processes using SharePoint Designer

4.2. Optional Task 2: Technical Training Materials Development Support

The contractor shall provide support for the development of beginner, intermediate, advanced and expert level training materials and curricula associated with OTS Shared Services projects for outside offices across EPA. This shall include training on any mixed financial and administrative systems outside of OTS for which OCFO provides support such as development, hosting, data migration, security oversight, and O&M. All training materials must be submitted to EPA in a format that is 508 compliant.

Expertise is required in the areas of training materials development in formats that include handouts, presentations, webinars that may be presented in classroom, webinar and on-demand voice recordings. Support will be needed for the presentation and facilitation of training sessions, attendee registration and acceptance, and summation of follow up survey results. OTS may require voice-recording software, maintenance of a course registration site, and a course

survey site. The contractor shall have the ability to analyze and present technical information to a variety of audiences, including technical experts, management, and the general public; and possess an understanding of federal financial accounting data and mixed financial data in order to support complex and innovative reporting and analysis for EPA management. The objectives of this task include developing training and communication materials related to software and/or data analysis and maintaining and updating SOPs for projects such as:

- Serena RM
- Evaluating and Processing
- Requirements Gathering
- Testing
- Training
- OTS SharePoint Site
 - Document library
 - Establishing folders
 - Document Review Workflow

4.3. Optional Task 3: Compass Data Warehouse (CDW) Development

Compass Data Warehouse (CDW) is the primary reporting system for OCFO and is the interface hub for data transactions for systems interfacing with the core financial system (Momentum). The contractor shall perform an analysis of CDW and all the systems, which interface with CDW and determine what modifications, if any, are necessary to perform to enable these applications to accept and utilize enhancements to related systems. The contractor shall perform a review, become familiar with the data, database and infrastructure of the CDW, and provide a data analysis of the data and a comparative document which will delineate what will need to be modified to utilize any new functionality or enhancements to new/feeder systems. The contractor shall produce a requirements document and based on the requirements identified from that process, provide a plan to modify the existing code to meet the required modifications identified during the requirements phase. The contractor shall create a design document, modify the existing code, test, and deliver a revised set of applications including CDW and the internal interfaced applications.

Deliverables:

- Analysis report providing a crosswalk between the AS-IS and TO-BE structure
- Requirements document(s)
- Design documents(s)
- CDW PL/SQL code, Oracle DDL and DML
- Test Plan(s)
- Test Results

- Data Conversion document (including crosswalk as it related to FeedMOM)
- Momentum WSDL and Web Services API documentation including Request, Response and Fault layouts

4.4. Optional Task 4: Development Support for Business Process Improvements

As needed, the contractor shall provide development support for business process improvements identified by OCFO. As OCFO identifies special projects, the contractor shall make recommendations for improvements in efficiency, interoperability and integration among EPA and/or OCFO processes and/or systems. The recommendations shall maximize the use of COTS software solutions, emerging technologies, and best practices to continuously enhance EPA operations and services while ensuring alignment with over-arching EPA guidelines. Furthermore, where applicable, recommendations shall identify OCFO program area-wide technology gaps and/or functional system duplications.

4.5. Optional Task 5: Additional Software Development

As in task 5 above the contractor shall support the SDLC process including the development, documentation, testing, and bug fixing required for creating and maintaining applications and frameworks resulting in a software product for the OTS portfolio of systems and emerging requirements. The objective of this optional task is to provide additional expertise as needed in support of writing and maintaining the source code, including all activities that are involved from the conception of the desired software functionality or change through to the final delivery of the software or change to existing software systems. This shall include research, new development, modification, reuse, re-engineering, maintenance, or any other activities that result in software products. The contractor shall perform software maintenance and enhancements of existing Payment Tracking applications. In addition, the contractor shall perform software development and maintenance for any OTS directed projects to include Shared Services. The contractor shall review requirements documentation for accuracy and practicality of implementation, design, and development the application, and provide support for correcting any errors identified through system testing.

The contractor shall have a working knowledge of Oracle database structure enough to understand and design Oracle databases (12c or higher) and/ or assist the application database administrator with implementation of their designs. The contractor shall utilize Agile software development principles in which requirements and solutions evolve through collaboration between the contractor, OTS stakeholders, and members of cross-functional teams. The contractor shall employ Agile methodologies that promote a modular approach to include the evaluation of interfaces and business process refinement, adaptive planning, evolutionary development, early delivery, and continuous improvement, and encourages rapid and flexible response to change. After approval of the designs, the contractor shall implement the design

and/or enhancement per the government's direction. The contractor shall provide all technical staff and expertise required to execute routine and emergency code changes to the identified software application. The contractor shall be responsible for abiding by all EPA and OTS current rules, regulations and processes and shall be responsible for storing all code in the current repository as indicated by EPA staff. The contractor is required to ensure appropriate storing of all code in the method required by EPA or in storage containers identified by the government's representative at intervals specified by the CO, COR, or technical representative or designee. The contractor shall design, develop, create, and assist with implementation of code identified by EPA management and staff.

The contractor shall be experienced in the following programming languages and databases:

- Oracle APEX 5.x or higher
- Oracle PL/SQL
- JavaScript
- CSS
- Oracle Database 11g or higher
- ColdFusion
- Oracle Forms and Reports,
- JAVA J2ee

Deliverables:

- High level Functional Design Documentation
- Detailed Level Design Document to include but not limited to:
 - Data Dictionary
 - ER diagrams
 - Data Workflow
 - Database Design/Design Support
 - User Workflow
- Interface Document(s)
- Implementation Plan (which should minimally include Infrastructure, application, and steps to implement code)
- Migration Checklist
- Software code
- Data Conversion and documentation

5.0. Other Direct Costs (ODCs) (Cost Reimbursable)

The contractor may incur incidental costs supporting the performance of required services under

this PWS. Examples of items that may fall into the ODC category include: hardware, software, special training, travel, etc. Any special training costs resulting from changes to technology or technical direction that are related to uniquely Government applications may be reimbursed by the Government and chargeable to ODCs. The COR and the CO must approve any contractor ODC requests prior to incurring any expenses. A Not to Exceed (NTE) amount will be provided for the ODC line item.

The contractor shall use the GSA Federal Supply Schedules to the maximum extent practicable when purchasing ODCs for this effort. Any ODC not on Schedule that is over \$3,500 and ODCs on Schedule that are over \$25,000 shall be competed. The contractor shall provide three quotes demonstrating competition or shall provide justification regarding why the ODC cannot be competed.

Software

The following software licenses, but not limited to, will be required under the ODC CLIN:

Software
Oracle Software Renewal (Database, Peoplesoft, OFM, etc.)
Toad for Oracle Renewal
Vmware
IBM Direct Connect
Redhat
Veritas Backup
MSDN
LeadTools
F5 Support
HW Warranty
Remedy
Serena (RM)
Serena (PVCS & SBM)
STAT
Troux

6.0. TRANSITION PLAN

The contractor shall provide a well-organized transition plan that, at a minimum, addresses the items identified below. The Transition Plan should propose a logical strategy to mitigate risk to the Government. Elements of the Transition Plan shall include:

- a) Overview of how transition will be implemented and managed
- b) Transition of key personnel and non-key personnel
- c) Transition of Existing Efforts
- d) Staffing plan implementation
- e) Roles and Responsibilities required for the transition
- f) Timeline
- g) Risks and associated implications
- h) Risk mitigation plan

Upon the successful completion of transition, all services provided by the contractor shall be in place and fully operational as required under the PWS and shall have been tested and verified by the Government.

6.1. Phase In

A 30-day phase-in period for this effort is anticipated. During the phase-in period, the contractor shall prepare to assume full responsibility for assigned service areas in accordance with the terms and conditions of this task order. The contractor shall take all actions necessary for a smooth transition of the task order operations. The contractor shall ensure personnel transition ramp up; follow EPA processes for obtaining badging, knowledge transfer, phased approach to ownership of on-going tasks without interruption, and system orientation. During the phase in period, the contractor shall address the following, at a minimum as they apply:

- Availability of Key Resources.
- Timelines/Milestones.
- Coordination with Government Representatives for orientation activities to introduce Government personnel, programs, and users to the Contractor's team, tools, methodologies, and business processes.
- Review, evaluation & transition of existing support services.
- Transition of historic data to new contractor
- Government approved training and certification process.
- Transfer hardware warranties & software licenses (if applicable).
- Transfer of all necessary business and/or technical documentation.
- Transfer of compiled and un-compiled source code, to include all versions, maintenance updates, and patches (if applicable).

- Distribution of Government owned assets. Including facilities, equipment, furniture, phone lines, computer equipment, etc.
- Transfer of Government Furnished Equipment (GFE) and Government Furnished Information (GFI) in accordance with section 11.0 of the PWS.
- Documentation and Inventory.
- Applicable EPA briefing & personnel in-processing procedures
- Comprehensive Security Plan.
- Confidential Business Information (CBI), Chain of Custody Issues.

6.2. Phase Out

An outgoing contractor shall continue performance to completion on any task. In the event the follow-on contract is awarded to an entity other than the incumbent, the incumbent contractor shall cooperate to the extent required to ensure an orderly changeover to the successor contractor and address the following as applicable:

- Outgoing Transition Plan and Strategy Orientation Meeting.
- Task Assignments.
- Project Status and Review Meetings.
- Transition Closure and Out Brief Meeting.
- Disposition of Government owned assets, including facilities, equipment, furniture, phone lines, computer equipment, etc.
- Transfer of Government Furnished Equipment (GFE) and Government Furnished Information (GFI), and GFE inventory management assistance.
- Transfer of Documentation and Inventory.
- Transfer of Comprehensive Security Plan.
- Transfer of Confidential Business Information (CBI) and Chain of Custody Issues.
- Applicable EPA debriefs & personal out-process procedures.
- Turn-in of all government keys, ID/access Cards, and security codes.

7.0. ASSUMPTIONS

This PWS is based on the following key assumptions. If any of the assumptions change or become invalid, the Contracting Officer will manage all necessary contract changes. The following assumptions are relevant to this scope of work:

7.1. General Assumptions

- Contractor staff shall perform work at the EPA Location designated during Phase In.

- EPA will supply workspace and network connectivity for the project team for a timeframe consistent with the project schedule.
- Requirements will be defined by EPA. Project estimates are based on current requirements and needs to establish a team with the talent to support the scope of the overall project.
- Decision points will be addressed by EPA and the contractor in a timely matter, so as not to adversely affect the schedule in the agreed to DFAS/IBC Project Plan.
- The EPA project manager and EPA project team will attend regular project status meetings.

8.0. ESTIMATED Period of Performance

Transition Period:	30 days
Base Period:	11 months
Option Period I:	12 months
Option Period II:	12 months
Option Period III:	12 months
Option Period IV:	12 months

The period of performance will be determined upon award.

9.0. QUALITY

Both the contractor and Government have responsibility, for providing and ensuring quality services, respectively.

9.1. Quality Control

The contractor shall establish and maintain a complete Quality Control Plan (QCP) to ensure the requirements of this contract are provided as specified in accordance with the applicable Inspection of Services Clause. The Contracting Officer (CO) will notify the contractor of acceptance or required modifications to the plan. The contractor shall make appropriate modifications (at no additional costs to the Government) and obtain acceptance of the plan by the CO. The Government has the right to require revisions of the QCP (at no cost to the Government) should the incorporated plan fail to control the quality of the services provided at any time during the contract performance. The plan shall include, but is not limited to the following:

- A description of the inspection system covering all services listed
- The specification of inspection frequency

- The title of the individual(s) who shall perform the inspection and their organizational placement
- A description of the methods for identifying, correcting, and preventing defects in the quality of service performed before the level becomes unacceptable

9.2. Quality Assurance

The Government will perform periodic reviews of the contractor's performance in accordance with the Government's Quality Assurance Surveillance Plan (QASP) and the PWS. The Government reserves the right to review services to be provided, including those developed or performed at the Contractor's facilities, to determine conformance with performance and technical requirements. Government quality assurance will be conducted on behalf of the CO. The Contractor Officer's Representative (COR) will be appointed to coordinate the overall quality assurance of technical compliance.

10.0. CONTRACTOR PERSONNEL

10.1. General

The contractor shall provide the skilled personnel, supervision, management and administrative services necessary to successfully meet the Government's requirements.

The contractor shall provide staffing necessary to complete the work within the specified period. The contractor shall provide both the Project Manager and Business Analyst with at least one year of experience in Agile, iterative System Life Cycle Management (SLCM).

10.2. Key Personnel

10.2.1. Project Manager – Senior

The Project Manager (PM) shall interface with the COR/ACOR, shall be responsible for the overall management of this procurement, and shall ensure that technical solutions and schedules are implemented in a timely manner. The PM:

- Functions as the overall lead, manager and administrator for the contract effort.
- Serves as the primary interface and point of contact with government authorities and representatives on technical and project issues.
- Is responsible for business and financial, programmatic and administrative aspects of project performance (i.e., contractual, administrative, deliverables management, program performance metrics and financial management).
- Manages and supervises personnel involved in relevant areas of project activity.

- Supports the project in the program/project organization and metrics gathering and analysis.
- Establishes and maintains technical and financial reports in order to show progress to government program authorities (i.e., management and clients).
- Maintains client contact to ensure conformity to all contractual obligations.
- Develops, maintains, and implements project management plans (a document that guides the performance of all functional activities performed on the individual tasks).
- Monitors and reports on progress relative to program plans (i.e., planned vs. actual), with respect to programmatic and financial baselines.
- Serves as a subject matter specialist in Earned Value Management (EVM) activities related to information system implementation projects.
- Supports the project team in schedule and cost baseline preparation.
- Assists the Control Account Managers with the development of the Work Breakdown Schedule, work packages, and control accounts for the project.
- Compiles the Integrated Master Schedule in coordination with the Control Account Managers.
- Provides schedule and baseline reports to the Control Account Managers and Technical Project Managers for analysis and review.
- Maintains the scheduling and earned value data and works with the Control Account Managers to update project schedules and to capture actual costs in the automated Earned Value Management tools.
- Ensures integrity of the integration between the project schedule and earned value data. Compiles and analyzes EVM data.
- Produces detailed cost and schedule data and populates status reports for use by the Control Account Managers.
- Project Management Institute Project Management Professional (PMP) certification is preferred.

10.2.2. Business Analyst (IT)

The business analyst shall be responsible for analyzing the organization or business domain of OTS programs and initiatives and documents its business processes or systems, by assessing the business model and its integration with technology.

The Business Analyst shall act as a liaison among stakeholders in order to understand the structure, policies, and operations of OTS, and to recommend solutions that enable the organization to achieve its goals. Required skill sets for the Business Analyst include:

- System analysis experience and the ability to analyze and document business and system processes.

- Meeting coordination, facilitation and documentation.
- Experience in quality improvement and Integration and Testing of new solutions.
- Experience or training in project management, gathering, validating, and documenting various system, information, or business needs.

The Business Analyst may also support the development of training material, participate in the implementation, and provide post-implementation support. This may involve the development of project plans and requires project management skills.

10.2.3. Senior Technical Writer

The senior technical writer drives the creation of a documentation methodology and framework and maintains proper methodology for purposes of consistency and efficiency. This role prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. The Senior Technical Writer plans, writes and maintains systems and user support documentation efforts and is responsible for assignments of medium to large scope where analysis requires review of a variety of factors and often times collaborating, interacting, and communicating with senior team members within and outside of the department. A wide degree of creativity and latitude is expected. Required Skill Sets for Technical Writer include:

- Ability to analyze and present technical information to a variety of audiences, including technical experts, management, and the general public.
- An understanding of federal financial accounting data and mixed financial data in order to support complex and innovative reporting and analysis for EPA management.
- Experience developing training and communication materials related to software and/or data analysis.

In this Key Role, the Senior Technical Writer will be responsible for creating documentation methodologies and frameworks including:

- Generation of technical operation and maintenance manual for OCFO/OTS applications, database, and COTS software
- Documentation of core product and customer solution-specific code
- Creation of document flow diagrams
- Documentation of programming methodologies and toolkit use.
- Development and maintenance of user-training materials
- Development of training curricula
- Experience with technical writing tools, applications and workflows.
- Experience creating technical documentation such as user guides, technical guides, templates, training materials, etc.; experience developing and managing technical documentation review process steps; and experience researching tools, procedures, and technical configurations

10.3. Functional and Personal/Inter-Personal Skills

Contractor personnel shall have excellent listening, communication, both oral and written, and consulting skills. The ability to produce written reports and visual aids and to explain technical matters to non-technical people is also required. Contractor personnel must be able to work with a spirit of service, knowledge sharing, and cooperation in a dynamic, team-oriented environment. Contractors shall effectively and clearly communicate verbally and in writing.

10.4. Personnel Substitutions

Substitutions or additions to individuals proposed and accepted as key personnel under this Performance Work Statement (PWS) shall not be accepted unless specifically approved in writing by the Contracting Officer. Any substitutions and/or additions shall be subject to the terms and conditions of this PWS and the associated task order.

During the first twelve months (12) of contract performance, no key personnel substitutions shall be permitted unless substitutions are necessitated by an individual's sudden illness, death, or termination of employment. Additions may be considered based on the contractor's rationale. In any of these events, the contractor shall promptly notify the Contracting Officer and provide a detailed justification. After the initial twelve-month period, all proposed substitutions and additions of key personnel shall be submitted to the Contracting Officer, in writing at least 15 days (30 days if security clearance is to be obtained) in advance of the proposed substitutions and additions.

All requests for substitutions and additions must provide a detailed explanation of the circumstances necessitating the proposed substitution or addition, a complete resume for the proposed substitute or addition, and any other information requested by the Contracting Officer needed to approve or disapprove the request. All proposed substitutes and additions must have qualifications equal to or better than the person to be replaced. The Contracting Officer or her/his authorized representative will evaluate such requests and promptly notify the Contractor of the approval or disapproval thereof. Upon Government acceptance of a personnel resume(s), the candidate shall be available to begin performance within 15 calendar days.

10.5. Personnel Retention

The contractor shall make every effort to retain personnel in order to ensure continuity until contract completion. The contractor shall ensure continuity of operations during periods of personnel turnover and long-term absences. Long-term absences are considered those longer than one week in duration.

11.0. PERFORMANCE

Certification by the Government that satisfactory services have been provided is contingent upon the contractor performing in accordance with the terms and conditions of the referenced task order, this document, the approved technical and price quotes, and all amendments. The client's representative, COR, and the contractor's representative(s) shall meet when deemed necessary at the client's request. The client representative, the COR, and the contractor's representative may meet at the place determined by the client representative and COR.

11.1. Kickoff Meeting

The contractor shall initiate work on this task order by meeting with the CO, COR and key client agency representatives no later than 15 days from task order award to ensure a common understanding of the requirements, expectations, and ultimate end products. The contractor shall discuss the overall understanding of the project and review the background information and materials provided by the client. Discussions will also include the scope of work, deliverables to be produced, how the efforts will be organized and project conducted; assumptions made/expected and results. A concerted effort shall be made to gain a thorough understanding of the client agency expectations. However, nothing discussed in this or in any subsequent meetings or discussions between the client and the contractor shall be construed as adding, deleting, or modifying any task order requirements, including deliverable specifications and due dates.

11.2. Other Reporting Requirements

In addition to the deliverable requirements identified above, the contractor shall comply with the following:

- The contractor shall bring problems or potential problems affecting performance to the attention of the COR/ACOR as soon as possible. Verbal reports shall be followed up with written reports when directed by the COR within 24 hours.
- The contractor shall provide in writing the results of all meetings with the client that affect and/or change conditions, or result in additional agreements or requirements to the COR. The contractor shall not perform any work outside the scope or requirements of this PWS and resultant order without express written approval of the CO.

11.3. Hours of Work

Contractor support shall be available during customer agency normal operating hours (07:30 AML - 16:30L PM), accept as stated under PWS paragraph 3.8. Work shall generally consist of 40-hour workweeks, Monday through Friday, excluding federal holidays. The Government requires contractor work hours to be staggered to meet Government work hours. The contractor personnel shall observe all federal holidays. The contractor shall provide for non-standard duty hours support on an as required basis. Non-standard duty hours and additional hours for work to

be performed (to include work beyond the standard 40-hour workweek, work on holidays, and work on down days) is very uncommon and shall be coordinated with an authorized Government representative. Such coordination may include the utilization of compensatory time to offset such hours.

11.4. Holidays

The following legal holidays are observed under this contract:

New Year's Day
Martin Luther King's Birthday
President's Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day
Christmas Day

Any of the above holidays falling on a Saturday shall be observed on the preceding Friday. Holidays falling on a Sunday shall be observed on the following Monday. Presidential declared holidays may be observed under this contract. If an executive order is issued excusing federal employees from duty, it will be observed as a holiday.

12.0. Government Furnished Property (GFP) and Services

This contract involves the provision of government space. The contract requires both on-site support and remote delivery, from the contractor location. On site contractor support will be located at EPA's Federal Triangle buildings in Washington, DC and/or EPA's Offices in Research Triangle Park, North Carolina. Space shall be in cubicles. Contractor personnel who are not on site full time may be required to share cubicles. Site designation will be disseminated upon task order award.

The task order involves the provision of GFP. Depending upon the task requirements contractor personnel will be issued badges, Agency (EZTech) laptops, and/or Agency (EZTech) desktops. All GFP shall be returned to the Agency when the person to whom it was issued leaves the contract and/or when the contract is terminated.

13.0. SECURITY

13.1. Physical Security

The physical security section is applicable only to personnel performing work at an EPA facility.

13.2. Proper Credentials

The contractor shall ensure their employees and those of their subcontracts have the proper credentials allowing them to work in the applicable country. Persons found to be undocumented or illegal aliens shall be remanded to the proper authorities.

13.3. Badges

The contractor is required to provide identification badges for their employees. All contractor personnel must wear these badges while on duty on the Government site. Badges are required to identify the individual, company name, and be clearly and distinctly marked as contractor. Size, color, style, etc. are to be mutually agreed to by contractor and Government. The contractor's identification badge will not be used for installation entry or into any Government designated controlled or restricted area.

13.4. Completion of a nondisclosure statement

Completion of nondisclosure statement for each individual is required. The contractor shall enter into a non-disclosure agreement with other Government contractors as requested by the Government. Any and all information prepared during the performance of these contract services shall have restricted distribution within the selected contractor organization. The contractor shall release no data or information related to this PWS without the prior authorization of the Government.

13.5. Privacy Act

Work on this project may require personnel to have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

13.6. Conformance to Federal and EPA Policies and Standards

The contractor shall abide by all federal and EPA regulations, policies, and procedures while in effect during the task order period of performance. This includes all changes in laws, regulations, policies, and procedures as they evolve during the period of performance. In addition, performance under this task order requires the contractor to perform information technology (IT) services on behalf of the Government. When performing IT services under this task order, the contractor shall adhere to all EPA policies and procedures as specified in EPAAR 1552.211-79 – Compliance with EPA Policies for Information Resources Management as well as all FAR regulations and its supplements. Detailed policies and procedures can be found on the Office of Environmental Information (OEI) Policies website, which includes the System Life

Cycle Management (SLCM) Policy and Procedures and the Earned Value Management (EVM) Procedures. <http://intranet.epa.gov/oei/imitpolicy/policies.htm>

14.0. PROCEDURES FOR PAYMENT

14.1. Submission

Invoices are due no later than the 15th calendar day of the month following the reporting period. The contractor shall submit the invoices and supporting documents, through ITSS simultaneously with the MSR (as an acceptance item) to allow the client representative and the COR to electronically accept and certify services received by the client representative. The contractor is authorized to invoice only for the services and travel ordered and provided in direct support of the client's project requirements.

14.2. Payment delay

Failure to comply with the procedures outlined may result in payment being delayed at no additional cost to the Government. If supporting documentation is not provided or there are errors with the labor and travel portions of the invoice, the invoice may be immediately rejected.

15.0. QUICK CLOSEOUT PROCEDURES

Quick closeout procedures will be utilized when appropriate IAW FAR 42.708.

16.0 PERSONAL SERVICES

The client determined that use of the GSA requirements contract to satisfy this requirement is in the best interest of the Government, economic and other factors considered, and the requirement is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract".

17.0. SECTION 508

All services provided in response to the requirements identified in subject Performance Work Statement shall comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology Accessibility Standards (36 CFR part 1194).

18.0. CONTRACTOR PERFORMANCE ASSESSMENT REPORTING SYSTEM (CPARS) SELF-EVALUATION

The contractor will submit a self-evaluation of their performance as requested by the GSA COR at least annually utilizing a Government provided template. The contractor self-evaluation will then be submitted to the EPA COR where they will utilize this information to formulate an independent performance evaluation that will be processed through the Contractor Performance Assessment Reporting System. The requirements of the FAR and its supplements as it pertains to CPARS reporting shall be adhered to.

19.0. TRAVEL

Travel may be required during the performance period of this contract at the request of the Government within the scope of the contract. The contractor shall coordinate travel requirements with the COR, no less than fourteen (14) business days prior to travel date and receive COR authorization for all travel. Travel must be coordinated and authorized by the EPA Contracting Officer Representative and GSA Contracting Officer Representative prior to incurring costs. Contractor costs for travel will be reimbursed in accordance with FAR 31.205-46, in arrears. The travel costs shall be reasonable and allowable as defined in FAR 31.201 and in accordance with the limitations of the FTR. The contractor shall invoice monthly on the basis of cost incurred. The contractor must provide documentation in support of all travel expenses. The contractor will not be reimbursed for local travel (within a 50-mile radius of the Government/contractor's facility) or commuter travel (commute from home to work site).

Invoice submissions including travel costs shall include completed travel expense sheets (i.e., travel voucher) for each trip and each employee who traveled. The travel expense report, receipts of \$75 or more (with exceptions being lodging and transportation), and supporting documentation (e.g., approval email for exceeding per diem rates, cost comparisons, etc.) shall be submitted with the invoice. Expense report(s) must include the traveler's name, dates of travel, destination, purpose of travel, Approval Authority documentation (e.g., copy of the e-mail authorizing travel by Government official), and cost for each trip. All travel costs shall be compiled into the Government provided travel expense sheet (PWS Addendum 1) or similar document that has been determined to be acceptable by the Government. The entire submission shall be complete and organized to enable the Government to complete an efficient review. Submissions that are not complete and organized are subject to rejection.

PWS Addendum 1: Travel Expense Sheet



19.1. Cost/Reimbursement

Prior to traveling, the contractor is required to submit a travel itinerary, including estimated costs, to the COR for approval. The contractor is required to submit actual travel costs with the monthly invoices. All travel costs shall be reimbursed on actual costs only and receipts shall be submitted with invoices. The travel costs shall not be burdened with fee, profit, or overhead.

19.2. Trip Reports

Trip Reports shall be submitted to the COR/ACOR five (5) business days after trip completion. Trip Report format shall include at a minimum the following: dates of travel, destination, purpose, individuals' contacted, brief synopsis, issues & challenges, recommendations, and a signature.

20.0. CONTRACTOR SUBMISSION.

Deliverables are to be transmitted with a cover letter, on the prime contractor's letterhead, describing the contents, electronically to any destination(s) as required per the Government's request unless others wise required. The contractor shall provide hard copy deliverables as required upon the Government's request. All deliverables shall be produced using recommended software tools/versions as approved by the Government. All reports shall be accomplished utilizing the MS Office Software Suite (to include MS Project as required) or Adobe .pdf unless otherwise instructed.

21.0 GOVERNMENT REVIEW.

Government personnel will have 10 business days to review deliverables (to include resubmissions) and provide written acceptance/rejection. The EPA COR will notify the contractor of deliverable acceptance or provide comments in writing. The contractor shall incorporate Government comments, or provide rationale for not doing so within 5 business days of receipt of comments. Government acceptance of the final deliverable will be based on resolution of Government comments or acceptance of rationale for non-inclusion. Additional changes volunteered by the contractor will be considered a resubmission of the deliverable.

22.0. ADMINISTRATION.

Work is to be accomplished through the General Services Administration, Federal Acquisition Service (FAS), Great Lakes Region, through its task order with the selected contractor. Certification by the Government of satisfactory services provided is contingent upon the contractor performing in accordance with the terms and conditions of the referenced task order, the contractor's GSA Schedule, this document, the approved technical and price quote, and all amendments. EPA representatives, GSA's representatives, and the contractor's representative(s) shall meet when deemed necessary at EPA's request. The EPA representatives, the GSA

representatives, and the contractor's representative may meet at the place determined by the EPA and GSA representatives.

22.1. eCMRA

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this BPA via a secure data collection site. The contractor is required to completely fill in all required data fields at <http://www.ecmra.mil>.

Reporting inputs will be for the labor executed during the period of performance for each Government fiscal year (FY), which runs 1 October through 30 September. While inputs may be reported any time during the FY, all data shall be reported no later than 31 October of each calendar year. Contractors may direct questions to the CMRA help desk.

22.2. Non-Personal Services

The Government will neither supervise contractor employees nor control the method by which the contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual contractor employees. It shall be the responsibility of the contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services. If the contractor feels that any actions constitute, or are perceived to constitute personal services, it shall be the contractor's responsibility to notify the order Contracting Officer immediately. These services shall not be used to perform work of a policy/decision making or management nature, i.e., inherently Governmental functions. All decisions relative to programs supported by the contractor shall be the sole responsibility of the Government.

22.3. Organizational Conflict of Interest (OCI)

If at any time during performance of PWS requirements, the contractor becomes aware of an actual or potential Organizational Conflict of Interest (OCI) situation or issue, or the appearance of an actual or potential OCI situation or issue exists, the contractor shall identify in writing, to the COR and CO, the nature of the OCI situation or issue, along with a plan to mitigate the OCI situation or issue.

22.4. Technical Direction

(a) The task order-level Contracting Officer's Representative (COR) is the primary representative of the Contracting Officer authorized to provide technical direction on task order performance.

(b) Individuals other than the COR may be authorized to provide technical direction IAW TECHNICAL DIRECTION (EPAAR 1552.237-71) (APR 1984) ALTERNATE I (AUG 1992) **DEVIATION**. If individuals other than the COR are authorized to provide technical direction, their names will be specified in the task order as appropriate. A Task Order COR (TOCOR) is authorized to provide technical direction, subject to the limitations set forth below, only on his/her task order.

(c) Technical direction includes:

(1) Direction to the contractor, which assists the contractor in accomplishing the Performance Work Statement (PWS).

(2) Comments on and approval of reports or other deliverables.

Technical direction must be within the task order Performance Work Statement (PWS). The COR or any other technical representative of the Contracting Officer does not have the authority to issue technical direction which:

(1) institutes additional work outside the scope of the contract or task order;

(2) constitutes a change as defined in the —Changes clause;

(3) causes an increase or decrease in the estimated cost of the contract or task order

(4) alters the period of performance; or

(5) changes any of the other express terms or conditions of the contract or task order.

(d) Technical direction will be issued in writing or confirmed in writing within five (5) calendar days after verbal issuance. One copy of the technical direction memorandum will be forwarded to the Contracting Officer and the COR.